

**DELAWARE DEPARTMENT OF JUSTICE
JOB OPENING**

Opening Date: July 22, 2019

Closing Date: Until filled

**Application Support Administrator, Pay Grade 14
Executive Offices, Information Technology Unit, New Castle County**

Job Responsibilities and Duties:

The Delaware Department of Justice (“DOJ”) seeks to fill the integral position of Application Support Administrator and Trainer as part of the Information Technology Unit (“IT UNIT”) in New Castle County. The IT Unit is led by the Information Technology Manager under the guidance of the Director of Operations. The IT Unit is responsible for managing the information systems for the entire DOJ in all three Delaware counties; New Castle, Sussex and Kent. The IT Unit is responsible for the acquisition and maintenance of contemporary and legacy electronic data processing equipment and the management of specific applications such as the Case Management System, and serves as the liaison between the DOJ and the State’s Department of Technology and Information (“DTI”), and other criminal justice partners.

The IT Unit fully supports the DOJ’s large customer base of 500+ employees with computer hardware, software, and network systems. This includes the troubleshooting of all computer issues and documenting their resolutions in agency helpdesk knowledgebase. This position will provide first level support for all software utilized by the Delaware Department of Justice as a software subject matter expert. This position offers a unique opportunity to assist in the development and support of a new statewide case and matter management software system.

Specific Duties – including but not limited to:

- Answer, evaluate and prioritize helpdesk tickets, emails and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computer related issues.
- Interview users to collect information about their problem and lead user through diagnostic procedures to determine source of error.
- Handle problem recognition, research, resolution and follow-up for advanced user problems.
- Formally contribute to the team knowledge base by recording problem resolution and creating/maintaining training and installation documentation.
- Informally contribute to the team knowledge base through conversations and participation in team meetings and round table discussions.
- Monitor IT analytics and make recommendations based off business needs in regards to how new technology can benefit the agency.
- Maintain, analyze, troubleshoot and repair computer systems, hardware and computer peripherals.
- Follow up on completed help desk tickets to verify satisfactory resolution and customer service ratings.
- Log and track calls using problem management database and maintain history records and related problem documentation.

- Call software and hardware vendors to request service regarding defective products.

Minimum Qualifications:

- Proficient in Microsoft Office Suite – (Word, Excel, PowerPoint and Outlook);
- Experience in project planning and implementation;
- Strong writing, research, and verbal communication skills;
- Information technology skills with attentiveness to detail;
- Ability to work independently within strict timeframes with minimal direct supervision;
- Working knowledge of the legal and justice system;
- Ability to work well with people and to speak to a large capacity of people in a training atmosphere;
- Ability to establish and maintain effective working relationships with a variety of people at various education/computer skill levels; and,
- Bachelor's Degree (or equivalent training, education and experience.)

Additional Technical Qualifications:

- Candidates are encouraged to provide other IT field related qualifications and attributes for consideration.

Internal Delaware Department of Justice Applicants: Please submit an updated resume or summary of work experience to the Director of Human Resources.

External Applicants: In order to be considered for this position, external applicants must submit a resume and the Delaware Department of Justice application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>

OR external applicants can mail a resume and the Delaware Department of Justice application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, email the aforementioned documents to: DOJHR@state.de.us, or fax the aforementioned documents to 302-577-5866. EOE.